



REFERENCE CARD

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- ◆ Windows® 95 or Windows 98
- ◆ 233 MHz or faster Intel® Pentium® processor
- ◆ 32 MB RAM
- ◆ 4x CD-ROM (600K/second transfer rate) drive using a 32-bit Windows 95/98 driver
- ◆ High Color (800x600 resolution) capable 2MB PCI or AGP video card with DirectDraw™ compatible driver
- ◆ 300 MB free hard disk space plus space for saved games (additional space required for DirectX® 7 installation and Windows swap file)
- ◆ DirectX 7 compatible sound card
- ◆ Keyboard, mouse

DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk and Disk Defragmenter.


ScanDisk searches your hard drive for lost allocation units as well as cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

To RUN ScanDisk:

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run**.
3. In the Run dialog box, type **scandisk**, then click OK. The Setup screen appears.
 - ◆ Make sure a check mark appears in the **Automatically Fix Errors** box, then select the drive to which you are installing the game (e.g., C:).
4. Click **START** to begin ScanDisk.

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TO RUN DISK DEFRAGMENTER:

1. Left-click the  **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run**.
3. In the Run dialog box, type **defrag**, then click OK. The Setup screen appears.
 - ◆ Select the drive to which you are installing the game
4. Click OK to begin Disk Defragmenter.

DIRECTX 7 INSTALLATION NOTES

READ THIS SECTION COMPLETELY BEFORE PLAYING *THE SIMS*™ OR INSTALLING THE DIRECTX DRIVERS.


DirectX is an Application Programming Interface that gives Windows 95/98 based applications high-performance, real-time access to your hardware, while reducing the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows 95/98 games.

The Sims uses the DirectX 7 API (the latest iteration of DirectX at the time of release) and includes DirectX 7 files which you can install.

Two DirectX components, DirectDraw and DirectSound, may require updating your video card and sound card drivers respectively for proper operation of these components. Using video card and sound card drivers that do not support DirectX 7 will result in display and audio problems in DirectX applications.

During DirectX 7 installation, your video card and sound card drivers will be updated if necessary. The DirectX 7 files included with *The Sims* include drivers for most video cards and sound cards from the major manufacturers of these peripherals. For new hardware, and for lesser-known brands of peripherals, you may have to contact your manufacturer to obtain drivers that support DirectX 7.

After installing DirectX 7, check to see if your video card or sound card drivers have DirectX support:

1. With *The Sims* CD in your CD drive, click the  **Start** button on your Windows Taskbar, then click **Run...**
2. In the Run dialog box, type **dxdiag**, then click OK.
3. Look at the Display and Sound tabs.


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The Drivers section displays the driver version number and whether or not your driver is Certified by Microsoft as supporting DirectX 7.

- ◆ If the Certified field states “No” in this section, you must contact your manufacturer to obtain updated drivers that support DirectX 7.
- ◆ If the Certified field states “Yes” in this section, your video card or sound card supports DirectX 7 and should work properly in DirectX 7 applications.
- ✓ **IMPORTANT NOTE:** During DirectX 7 installation, if you use a video card or sound card driver from your manufacturer that supports DirectX but is not yet Certified by Microsoft, you are prompted to replace the driver with a Certified driver. For **video cards**, we recommend **not** replacing your manufacturer’s video card driver in this situation. Some manufacturers rely on their specific driver for functionality of their display utilities programs. Replacing the manufacturer’s driver with Microsoft’s driver may disable the functionality of these utility programs.

INSTALLING THE GAME

TO INSTALL THE SIMS:

1. Start the Windows 95/98 operating system.
2. Place *The Sims* CD in the CD drive. The Autorun menu appears.
- ✓ **NOTE:** If the Autorun menu does not automatically appear, double-click the My Computer icon on the Desktop. Then double-click the icon corresponding to your computer’s CD drive. The Autorun menu should appear.
- ✓ **NOTE:** If this still doesn’t bring up the Autorun menu, click  **Start** button on the Windows Task Bar, then click **Run...** At the Dialog box, type **D:\setup.exe**, then click OK. The Autorun menu appears.
3. Choose which language you want to install.
4. Click the **Install** button to install the game.
- ✓ **NOTE:** You may exit the setup program at any time by clicking CANCEL.
5. Read the General Installation Information, then click NEXT.
6. At the next screen, choose the destination location of The Sims folder.
- ◆ The default install directory is C:\Program Files\Maxis\The Sims. To choose a different destination directory, click BROWSE, select the desired directory, then click OK.

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7. Click NEXT. The Select Program folder screen appears.
- ◆ Choose the destination folder in which you want *The Sims* to appear in the Start Menu, then click NEXT.
8. Enter the serial number from the back of your CD-ROM case. Click NEXT to continue.
9. When Installation of *The Sims* finishes, you have the option to install DirectX or upgrade your DirectX to DirectX 7 if you have an earlier version.
10. If you do not have DirectX installed to your computer, or you have a version previous to DirectX 7, we recommend you click **Yes**.

ELECTRONIC REGISTRATION

If you have a connection to the Internet on your computer, you can electronically register your product.

This is made available to you at the end of the installation, but after installation it can also be accessed via the Autorun menu.

If you would like to register *The Sims* after you have installed it, please perform the following steps.

1. Start the Windows 95/98 operating system.
2. Insert *The Sims* CD in your CD drive. The Autorun menu appears.
- ✓ **NOTE:** If the Autorun menu does not automatically appear, double-click the My Computer icon on the Desktop. Then double-click the icon corresponding to your computer's CD drive. The Autorun menu should appear.
- ✓ **NOTE:** If this still doesn't bring up the Autorun menu, click  **Start** button on the Windows Task Bar, then click **Run...** At the Dialog box, type **D:\setup.exe**, then click OK. The Autorun menu appears.
3. Click the MORE INFORMATION button.
4. Click the ELECTRONIC REGISTRATION button.
- ◆ This launches the Electronic Registration program.
- ◆ Follow the on-screen instructions to register *The Sims*.

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UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

TO RE-INSTALL THE SIMS:

1. Start the Windows 95/98 operating system.
2. Go to *The Sims* in the **Start>Programs>Maxis>The Sims** menu and left-click on **Uninstall The Sims** to proceed. If this fails to work, select **Start>Settings>Control Panel**. Run **Add/Remove Programs** and scroll down the list until you see *The Sims*. Select it and left-click on **Add/Remove** to uninstall.
 - ◆ If the uninstaller fails to completely remove *The Sims* (it may, for example, not delete your Save folder), delete the folder to which you installed the game. If you have used the default directories, double left-click on **My Computer**, double left-click on the **C:** drive, double left-click on **Program Files**, double left-click on the Maxis folder, right click on *The Sims* folder and select **Delete**. Click **Yes** to confirm. This will send the remaining files to the Recycle Bin, which you will then need to empty.
3. Re-install the game by following the steps listed in *Installing the Game*, p. 3.

STARTING THE GAME

TO START THE SIMS:

1. Start the Windows 95/98 operating system.
 - ◆ If *The Sims* CD is already in your CD drive, click **Start** Select **Programs>Maxis>The Sims 800x600** or **The Sims 1024x768** and then click *The Sims* icon in that folder. The introductory screens appear and the game begins.
 - ◆ If *The Sims* CD is **not** already in your CD drive, insert the CD in your CD drive. The Autorun menu appears.
 2. Click **PLAY** to start *The Sims*.
- ✓ **NOTE:** Please see the enclosed manual for gameplay instructions.

PROBLEMS WITH YOUR SOFTWARE?

If you are having a problem installing or using your software, we want to help.

- ◆ Please make sure you have read the *System Requirements* and *Installing the Game* sections thoroughly.

If you followed the directions and still have trouble installing or operating the software, below are some hints that might help solve the problem.

CD PROBLEMS

A 4x-speed or faster CD-ROM drive is required to run *The Sims*.

RECEIVE "FILE NOT FOUND" ERROR MESSAGE WHEN INSTALLING OR RUNNING THE GAME

- ◆ Make sure the CD is in the CD drive. The CD must be in the drive to install or run the game.
- ◆ Make sure the CD is not scratched, dirty, or damaged.

CD-ROM PERFORMANCE PROBLEMS

- ◆ Make sure you are using a 32-bit native Windows 95/98 driver to control your CD-ROM drive. You can configure these drivers with the Device Manager found in **Start>Settings>Control Panel>System**.
- ◆ Do not use a DOS-based 16-bit driver to control your CD-ROM (loaded in CONFIG.SYS) as it may significantly reduce performance.

CHOPPY OR STUTTERING VIDEO OR AUDIO

You may be able to resolve these problems by adjusting the CD-ROM read-ahead cache.

TO ADJUST THE READ-AHEAD CACHE:

1. At the Windows 95/98 desktop, right-click the My Computer icon, then choose **Properties** from the pop-up menu.
2. Click the Performance tab, then click **File System...**
3. Click the CD-ROM tab, then click in the **Optimize access pattern for:** box, and choose QUAD-SPEED OR HIGHER.
4. Move the **Supplemental cache size:** slider to SMALL, then click **Apply**.

- ✓ **NOTE:** Moving the slider to LARGE does not improve *The Sims* video performance, and may actually hinder performance by reserving RAM that would otherwise be available for the game.

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VIDEO PROBLEMS

The Sims requires a PCI or AGP video card capable of 800x600 resolution with 16 bit color (2 MB or more video memory).

- ✓ **NOTE:** If your Windows 95/98 display driver does not support DirectDraw, you may experience difficulties installing or running *The Sims*.

GENERAL VIDEO CARD INFORMATION

- ◆ During DirectX 7 installation, the DirectX 7 setup program attempts to install a display driver for your video card that supports DirectDraw. If your video card driver does not have DirectDraw support, the DirectX 7 setup program replaces your existing video card driver. In some cases, this may disable manufacturer specific utilities for your video card. If you want to keep these utilities functional, you may have to obtain the latest drivers with DirectDraw support directly from the manufacturer of your video card.
 - ◆ If your video card driver already has DirectDraw support, but is not yet Certified by Microsoft, you are prompted to replace your current driver. In most cases, you should **not** replace your existing driver as it may disable manufacturer specific utilities for your video card. If you have video-related problems using the uncertified DirectDraw drivers from your manufacturer, you may solve these problems by reinstalling DirectX and replacing your current video driver with a DirectX 7 video driver.
- ✓ **NOTE:** Please refer to *DirectX 7 Installation Notes* on p. 2 for more information.

WINDOWS 95/98 VIDEO PROBLEMS

You may be able to resolve choppy or stuttering video or audio problems while running in Windows 95/98 by adjusting the CD-ROM read-ahead caching.

TO ADJUST THE READ-AHEAD CACHE:

1. At the Windows 95/98 desktop, right-click the My Computer icon, then choose **Properties** from the pop-up menu.
2. Click the Performance tab, then click **File System...**
3. Click the CD-ROM tab, then click in the **Optimize access pattern for:** box, and choose QUAD-SPEED OR HIGHER.
4. Move the **Supplemental cache size:** slider to SMALL, then click **Apply**.

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MEMORY PROBLEMS

The Sims requires 32 MB RAM and Virtual Memory ENABLED. We advise letting Windows 95/98 manage the amount of virtual memory automatically (the default setting) and having *at least* 100 MB free hard disk space after installation.

SOUND PROBLEMS

The Sims requires a sound card with DirectSound support. If your sound card driver does not have DirectSound support, you may experience choppy or stuttering sound, or sound that cuts in and out. In this case, we recommend obtaining updated drivers from your sound card manufacturer.

INSTALLED SOUND CARD, BUT THERE IS NO SOUND

- ◆ Make sure your speakers or headphones are plugged into the appropriate jack and the volume control is turned up.

GENERAL SOUND CARD INFORMATION

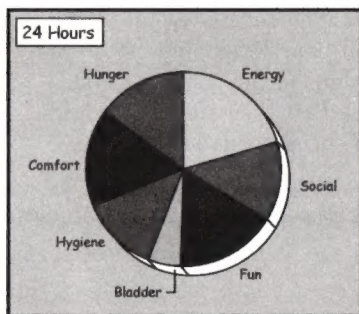
- ◆ During DirectX 7 installation, the DirectX 7 setup program attempts to install a sound driver which has DirectSound support for your sound card. If your sound card driver does not support DirectSound, the DirectX 7 setup program attempts to replace your existing sound card driver.
- ◆ Please consult your sound card manufacturer for updated drivers if DirectX 7 DirectSound drivers are not available for your sound card.
- ✓ **NOTE:** Please refer to *DirectX 7 Installation Notes* on p. 2 for more information.

STRATEGY FOR THE SIMS

What is your most precious resource? There are ways to get more money, more friends, a bigger house and a bigger family. But you'll never be able to get more than 24 hours in a day (on this planet anyway). How you choose to spend your 24 hour time budget will have a major impact on the quality of your life. The same is true for your Sims. Their needs may be simpler and their environment less complex, but like you they are constrained by this simple fact.

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Think of it this way, the basic needs of your Sims (hunger, energy, fun, etc.) need to be refilled on an almost daily basis. The time you spend filling each motive during the day will be a "slice" out of the 24 hour "time pie". The more you can fill these motives within 24 hours, the more content your sim will be.

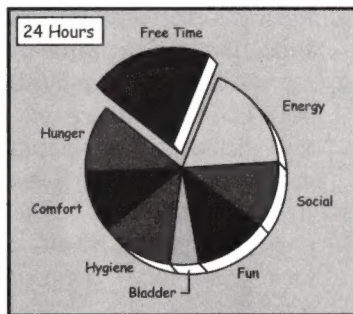


Therefore, one of the tricks to making your sims happier is to decrease the time they need to spend filling each of these motives. There are many strategies for achieving this. Some possibilities include: improve home layout to decrease walking time, use objects that can "feed" more than one motive at a time, buy more efficient objects, improve relationships to make social interactions more fulfilling, and increase skills (such as cooking) which impact needs as well.

As you get better at managing the daily cycle of "sim life," you will find that you can comfortably fill up the basic needs with time to spare. This is the point at which you will have created the most precious of commodities, "free time". How you spend this free time will depend on the larger goals you chose for your Sims.

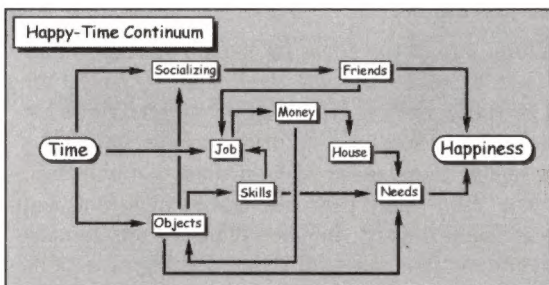
You might be the self-improvement type, in which case your sims could spend this time bettering themselves by increasing skills. Or maybe you're more of a socially-motivated "people person", so an all-night pool party might be the answer. Perhaps you consider yourself more of a money-grubbing capitalist pig, which would mean that working your Sims up the career ladder might be the ticket.

Another way to look at all this is that time (as the most basic resource) can be converted to anything else in this game either directly or indirectly. The efficiency of the conversion will determine your success. Time can be converted into money through work, the efficiency in this case would be the job level. Time can also be converted into hunger satisfaction: the efficiency in this case will depend on the furnishings of your kitchen, the layout of these furnishings, the cooking skill of your Sim as well as their energy level (they move slower when tired).



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So one path to increasing hunger satisfaction over time would be to first convert time into money (through work), then take some of that money and buy a better equipped kitchen. Another way might be to spend time on increasing their cooking skill.



This same idea applies to the social side of the game. As your Sims spend time developing better relationships in the game you will notice that they are able to fulfill their social needs in less time.

Go to www.TheSims.com to find more gameplay hints and strategies.

TUTORIAL

First-time players may want to use the tutorial to get familiar with the basic game controls. The tutorial can usually be completed in about 5 minutes and can be exited at any time.

PLAYING THE TUTORIAL

- ◆ When you first enter the neighborhood, the tutorial house will have a red indicator arrow. To begin the tutorial, click this house.
- ◆ You will be given step-by-step instructions to help you learn the basics of the game like using the interface, interacting with objects, and interacting with your Sims. Most dialogs will automatically move on to the next one once you complete the instructions. There are a few dialogs that require you to click OK.
- ◆ If you save the game before completing the tutorial, when you return, it will start where you left off. If you do not save, the tutorial will start from the beginning when you return to the house.
- ◆ When the tutorial is complete, you can continue to play with the Newbie family. Or you can evict them in the neighborhood screen if you'd like to move another family into their house.

SKIPPING THE TUTORIAL

- ◆ The Newbies are actually just like any other family in the neighborhood. They can be evicted, moved, bulldozed or developed as you wish once the tutorial is finished or cancelled.

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- ◆ If you're certain you'll never want to play the tutorial, evict the Newbies. You can then either use their house for another family or bulldoze it and start from scratch.
- ◆ If you want to play with the Newbie family but don't want to complete the tutorial, you can enter the house and then cancel the tutorial at any time by hitting the **[Esc]** key.

RESETTING THE TUTORIAL

- ◆ The first time you save a house, the tutorial arrow will no longer appear. However, as long as you have not evicted the Newbies, the tutorial can still be played by entering the Newbie house.
- ◆ Once you have altered the Newbie family or their house, you can "reset" the tutorial at any time. Be aware that any changes you've made to that house or family will be lost. If you've moved another family in, they will be evicted into the Create a Family screen. From within any house:
 - Go to Options Mode.
 - Click Play Options.
 - Click the small house with an arrow icon. The tooltip that appears when you roll over it with your mouse will say, "Reset Tutorial."

HELP SYSTEM

The help system detects when you're in an area of the game where further description may be helpful (including key commands and basic strategy). It pops up an icon that you can either click to get more info or ignore. Each message will be triggered until it is viewed. Once viewed, most messages will never appear again.

ACTIVATING THE HELP SYSTEM

- ◆ The first few times you enter a house, you will be asked if you want to use the Help System. If you click Yes, the Help System will be activated until each message has been displayed once.
- ◆ If you choose not to activate the Help System, the dialogs will stop appearing. Eventually, the help system will be turned off.
- ◆ Once the Help System is on, each time a help message is triggered, a question mark icon will appear at the upper right hand corner of the screen. Click it to expand it to a dialog.

HELP SYSTEM ON DEMAND

- ◆ If you need help, click the question mark icon in the control panel to bring up a list of topics. Then, click on a topic to get the help information.

HOT KEYS

- [P] or [~] – Pause
- [1] – Normal Speed
- [2] – High Speed
- [3] – Ultra Speed
- [Spacebar] – Switch character
- [Tab] – Toggle between first and second stories
- [Page Up] – Select second story
- [Page Down] – Select first story
- [F1] – Live Mode & Extend control panel
- [F2] – Buy Mode & Toggle between function and room sort
- [F3] – Build Mode
- [F4] – Camera Mode
- [F5] – Options Mode
- [+] (or [=]) – Zoom In
- [-] (or [=]) – Zoom Out
- [<] – Rotate world left
- [>] – Rotate world right
- [Esc] – Cancels a pie-menu
- [Esc] – Cancels the tutorial (When in the tutorial)
- [<] – Rotate object left (When object is in Hand Tool)
- [>] – Rotate object right (When object is in Hand Tool)
- [X] – Displays next page of items in buy or build mode catalogs
- [Z] – Displays previous page of items in buy or build mode catalogs
- [Ctrl] + click on face in family gallery – Edit bio
- [Ctrl] + [C] – Copy text in text fields
- [Ctrl] + [X] – Cut text in text fields
- [Ctrl] + [V] – Paste text in text fields
- [Ctrl] + [Y] – Redo in text fields
- [Ctrl] + [Z] – Undo in text fields

- [A] – Toggles anti-aliasing
- [S] – Toggles shadows
- [Ctrl] + [S] – saves the game
- [Q] – Quits the game
- [V] – Version

Buy mode:

- [Shift] + Click – buy and place multiple objects

Pool tool:

- Click – place pool tile
- [Ctrl] + Click – delete pool tile

Wall tool:

- Click + Drag – place wall or fence tile
- [Ctrl] + Click + Drag – delete wall or fence tile
- [Shift] + Click – place a rectangle wall or fence

Wallpaper tool:

- Click – paint wall tile
- [Shift] + Click – paint multiple wall tiles
- [Ctrl] + Click – unpaint wall tile
- [Shift] + [Ctrl] + Click – unpaint multiple wall tiles

Floor tool:

- Click – place one floor tile
- Click + Drag – place multiple floor tiles
- [Shift] + Click – place floor tiles in an entire room
- [Ctrl] + Click – delete one floor tile
- [Ctrl] + Click + Drag – delete multiple floor tiles
- [Shift] + [Ctrl] + Click – delete floor of entire room

Door tool:

- Click – to place a door on a wall
- [Ctrl] + Click on a door – delete a door

Window tool:

- Click – to place a window on a wall
- [Ctrl] + Click on a window – delete a window

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SCROLLING... LET ME COUNT THE WAYS

If edge scrolling option in the options panel is checked or in other words "on", you can move your mouse to the edge of the game screen and the screen will scroll in that direction.

Or you can hold down the right mouse button and drag the mouse in the direction you want to scroll.

You can also use the cursor keys to scroll.

Hold down the ALT key and you can move the game world.

If you use the spacebar to select a Sim, the game will scroll to that Sim.

Double clicking on a Sim in the family gallery will center the game on that Sim.

Right clicking on a Sim in the family gallery will center on and track or follow that Sim until another scrolling method overrides the tracking.

Right clicking on a Sim in the relationships panel will center on that Sim if that Sim is in the world.

SELECTING A SIM

You can click on the face of a character in the family gallery section of the control panel to select them. Or you can use the space bar to cycle through and select Sims in the family gallery. And last but not least, you can right click on the Sim in the world to select him or her.

TECHNICAL SUPPORT

The *Sims* CD includes a Windows Help file that provides solutions and answers to the most common difficulties and questions about how to properly use this product.

➡ **To access the Help file**, click the More Information button on the Autorun launcher, or select the Contact Support file from the **Start>Programs>Maxis>The Sims** menu.

The Help file contains a utility that allows you to contact EA via fax or e-mail. The utility automatically detects your system's hardware and organizes this information into a report.

➡ To run the support utility from within the Help file, click the Contact Tech Support button.

TROUBLESHOOTING DOCUMENTS ONLINE!

Electronic Arts™ Product Support now offers troubleshooting guides that help overcome some common difficulties. If you have access to the World Wide Web, you can find these guides at

http://www.ea.com/tech_support/help_guides/troubles.htm

Here you will find troubleshooting information on **DirectX**, **Joysticks**, **Modems**, and **Networks**, as well as information on regular system maintenance and performance. (For game-specific information and additional troubleshooting, visit our main page at http://www.ea.com/tech_support.)

Abbreviated versions of these guides are included in the Help file on the CD for your convenience.

If you have questions about the program, our Technical Support Department can help. Our web site contains up-to-date information on the most common difficulties with our products. This is the same information our product support technicians use to troubleshoot your performance issues. We keep the product support pages updated on a daily basis, so please check here first for no-wait solutions:

http://www.ea.com/tech_support

If you are unable to find the information you need on our web site, please feel free to contact Technical Support via e-mail, phone, fax, or letter. *All messages are responded to in kind*—if you send in a request by fax, response will also come by fax. Please be sure to include the support utility's report in your e-mail message, fax, or letter:

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➡ **To run the support utility**, select the Contact Support option in the game's folder in the **Start** menu, or click the **More Information** button on the Autorun launcher then click the **Technical Help** button.

If you need to talk to someone immediately, call us at (650) 628-4311 Monday through Friday between 8:30-11:45 AM or 1:00-4:30 PM, Pacific Standard Time. *Please have the utility's report printed and ready when you call.* This will help us answer your question in the shortest possible time. **No hints or codes are available from (650) 628-4311.** **You must call EA's HINTS & INFORMATION HOTLINE for hints, tips, or codes.**

EA Tech Support Fax: (650) 628-5999.

Electronic Arts Technical Support
P.O. Box 9025
Redwood City, CA 94063-9025

HOW TO REACH US ONLINE

INTERNET E-MAIL: support@ea.com

WARRANTY INQUIRIES: warranty@ea.com

WORLD WIDE WEB: Access our Web Site at <http://www.ea.com>

FTP: Access our FTP Site at [ftp.ea.com](ftp://ftp.ea.com)

If you live outside of the United States, you can contact one of our other offices.

In **Australia**, contact:

Electronic Arts Pty. Ltd.

P.O. Box 432

Southport Qld 4215, Australia

In the **United Kingdom**, contact:

Electronic Arts Ltd.

P.O. Box 835

Slough SL3 8XU, UK

Phone (753) 546465.

In **Australia**: For Technical Support and Game Hints and Tips, phone the EA HOTLINE: 1 902 261 600 (95 cents per min.) CTS 7 days a week 10 AM-8 PM.

If you are under 18 years of age parental consent required.

Need Gameplay Help? Call EA's HINTS & INFORMATION HOTLINE for recorded hints, tips, and passwords 24 hours a day, 7 days a week!

In the **US**, dial 900-288-HINT (4468). 95c per minute.

In **CANADA**, dial 900-451-4873. \$1.15 (Canadian) per minute.

If you are under 18, be sure to get a parent's permission before calling. Hotline requires a touch-tone telephone. Call length determined by user; average length is four minutes. Messages subject to change without notice.

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ELECTRONIC ARTS™

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